



Framework Agreement for Supply of Services - Summary

GM Business Support Limited
Agreement Number: [XXXXXXXX]
<p>Parties</p> <p>This Framework Agreement is between: GM Business Support Limited (GMBS) Lee House, 90 Great Bridgewater Street, Manchester, M1 5JW (Company number 8132524) (acting on behalf of itself and its Affiliates)</p> <p>and</p> <p>[Supplier name], (the Supplier) [Address]</p>
<p>Services</p> <p>The delivery of [tender lot title] as defined in the Schedules to this Framework Agreement together with any additional services to be provided or obligations assumed from time to time by the Supplier to GMBS (or, where appropriate, to its Affiliate(s)) under this Framework Agreement. Each Services Order shall be a separate contract for supply of services between the supplier and GMBS (or its relevant Affiliate), in each case governed by and incorporating the terms of this Framework Agreement. Where the specifications and/or exact services to be delivered under a particular Services Order require further clarification the required details will be set out in the relevant Services Order. At GMBS's discretion, Services Orders may be given by GMBS on the attached Services Order Template or otherwise in writing (including by email). The process for Accepting and Declining Service Orders is as set out in the Invitation to Tender</p>
<p>Documents</p> <p>The following documents form part of this Framework Agreement and shall apply to each Service Order and any other Services agreed to be supplied under it to the exclusion of any other terms.</p> <ul style="list-style-type: none"> • This Summary (which shall take precedence over conflicting terms in other documents) • The Contract Conditions attached (subject to any amendments as set out in this Summary). • The attached Schedules (subject to any amendments as set out in this Summary) being: <ul style="list-style-type: none"> • Invitation to Tender (ITT) [tender lot title] Document Pack • Supplier's Response to Tender • Supplier's Response to Tender Pricing Matrix] • Schedule 1: Confidentiality Agreement • Schedule 2: Data Processing • Services Order Template
The Contract Conditions and Schedules are Amended as Follows:



Operative period

Effective Date: []

End Date: The contract awarded is for [] months, commencing [] 201[7] and ending [].

The contract may be extended by GMBS on a monthly, rolling basis, subject to GMBS providing at least one month's notice of any extensions beyond [].

Contacts:

GM Business Support Limited

Company: **[GM Business Support Limited]**

Name: []

Position: []

THE SUPPLIER:

Company: []

Name: []

Position: []

No Guarantee of Services Order

As this agreement is in the form of a Framework Agreement, please note that GMBS is in no way obliged to pay up to the maximum values set out below or submit any Services Order to the Supplier.

Services will be ordered at GMBS' discretion and the Services Order and payment terms shall reflect the relevant pricing set out in the Schedules, subject to performance. Pricing will be fixed for the duration of the contract.

Where there are multiple suppliers who have successfully tendered for the same lot as part of the same tender process, Services Orders may be placed with the Supplier at any time during the Operative Period at GMBS' discretion, always provided that any selection between multiple suppliers who have successfully tendered for the same lot complies with the relevant award criteria as set out in the Invitation to Tender

Maximum Value of Contract

This agreement is in the form of a framework agreement and Services will be ordered under it as required. Unless agreed by written order, the contract value below represents **the total consideration excluding VAT if applicable** payable by GMBS (and its Affiliates) to the Supplier under this Framework Agreement and cannot be exceeded.

£ [Maximum value] (exc. VAT) gross.

If the Operative Period is extended, the entire total consideration (excluding any VAT) will not exceed [].

[In addition, the value of the Services for [Lot title] for [] months will not exceed [] excluding VAT. This includes [any additional provisions].]

Signed

For and on behalf of **GM Business Support Ltd**

For and on behalf of **The Supplier**

Name: []

Name: []

Position: []

Position: []

Signature:

Signature:

Date:

Date:

This Framework Agreement is not valid until signed and dated by both parties.



Contract Conditions

Appointment and Affiliates

1. GM Business Support Limited appoints the Supplier, and the Supplier agrees to act, as the Supplier to GMBS and its Affiliates in the delivery of the Services for the Operative Period on the terms of the Framework Agreement. GMBS may enter into the Framework Agreement for the purpose of the supply of the Services to one or more companies in its group or to *[names of non-group but affiliated entities]* and such other persons as it may from time to time nominate (together its **Affiliates** and each an **Affiliate**) and any such Affiliate shall be entitled to enter into Services Orders with the Supplier under the terms of the Framework Agreement and/or to satisfy the obligations of GMBS under it as if it were GMBS. References to GMBS in the Framework Agreement shall, where the context permits, be read as incorporating reference to any relevant Affiliate.

Contractor responsible for Staff

2. The Supplier shall be liable for the acts and omissions of the Supplier's officers, employees, agents, sub-contractors, staff and other workers who may be engaged by the Supplier (or on its behalf) in the delivery of the Services from time to time (and such acts or omissions shall be deemed to be its own). The Supplier shall ensure that the Supplier's officers, employees, agents, sub-contractors, staff and other workers are properly qualified and suitably skilled and experienced to competently perform the tasks given to them in delivering the Services and that they are employed or otherwise engaged and used in accordance with all relevant legislation. If in the course of delivering the Services, there is a legal requirement to seek a Criminal Record Bureau (or replacement or analogous body) check for any of the Supplier's officers, employees, agents, sub-contractors, staff and other workers, the Supplier shall fully comply with the same.

GMBS Obligations to Funders

3. The Supplier will at all times act in good faith to ensure that none of its actions or omissions cause or contribute to the failure of GMBS to comply with its obligations to its funders (and in particular, without prejudice to the generality of the foregoing, its public funding reporting and audit compliance obligations), and the Supplier will do or procure to be done such acts and things, and execute such documents or procure the provision of such information as GMBS may from time to time require to assist GMBS in compliance with such obligations (or in rectifying or ameliorating any failure to comply).

Sub-Contracting

4. Unless prior and specific written consent is obtained from the GMBS Contact to the contrary, the Supplier shall not sub-contract delivery of any of the Services or any of its other obligations under the Framework Agreement and shall perform the same personally and shall not assign or transfer any of its rights or obligations under the Framework Agreement.

Contract Manager

5. The Supplier shall appoint a person to liaise with GMBS and to manage delivery of its obligations under the Framework Agreement (the "Contract Manager"). This shall initially be the person named in the Summary as the Supplier's Contact. Any change to the appointed person shall be subject to the consent of GMBS (such consent not to be unreasonably withheld or delayed).

Contractor Obligations

6. During the Operative Period (and in the case of clauses 6.5 and 6.11 inclusive, 6.14, 6.16, 6.17, 6.19, 6.20 and 6.21 below both during the Operative Period and after the termination of this Framework Agreement):
 - 6.1. The Supplier will perform delivery of the Services, comply with any obligations arising under TUPE related to the same, and perform its other obligations under the Framework Agreement (together "**the Obligations**") in accordance with all applicable laws and regulations from time to time in force, to the highest standards of honesty, diligence, care and skill and in accordance with the terms of the Framework Agreement and (unless to do so would conflict with specific terms of the Framework Agreement) in accordance with best practice and GMBS' applicable policies (as made available to the Supplier from time to time);
 - 6.2. The Supplier shall document the delivery process through which it will fulfil the Framework Agreement, and, if not already denoted in the schedule documents, identify the responsible individuals and the competencies required to fulfil the Framework Agreement, undertake staff development to ensure its staff possess the necessary competencies, and, identify and put in place the staffing and physical resources and the methods desirable to fulfil the Framework Agreement;

The Supplier shall replace any of the Supplier's Employees who GMBS reasonably decides have failed to carry out their duties with reasonable skill and care. Following the removal of any of the Supplier's



Employees for any reason, the Supplier shall ensure such person(s) are replaced promptly with another person with the necessary skills, experience and attributes to meet the requirements of the Services.

- 6.3. The Supplier shall document the system through which it monitors progress and performance and the key stages at which it will review progress. The Supplier shall comply with agreed GMBS requirements to review and report its progress;
- 6.4. In supplying the Services, the Supplier shall:
 - 6.4.1. ensure that it obtains, and maintains all consents, licences and permissions (statutory, regulatory, contractual or otherwise) it may require and which are necessary to enable it to comply with its obligations under the Framework Agreement ;
 - 6.4.2. provide all equipment, tools, vehicles and other items required to provide the Services; and
 - 6.4.3. not do or omit to do anything which may cause the GMBS to lose any licence, authority, consent or permission on which it relies for the purposes of conducting its business;
- 6.5. The Supplier will meet with GMBS or their nominated representatives forthwith upon request to discuss any matters arising out of the provision of the Services or otherwise in relation to the Framework Agreement and will co-operate in good faith with GMBS in respect of the same;
- 6.6. The Supplier will provide GMBS with the documents, reports and information required at its own cost and in such format as GMBS requires in a timely manner;
- 6.7. The Supplier shall permit and shall ensure that all of its sub-contractors shall permit GMBS staff and/or representatives of any relevant public authority or regulatory body or other Relevant Funding Body (which term means any public body or agency or similar organisation who supplies funding used by GMBS for the Framework Agreement from time to time (and including their successor organisations) to inspect its accounts, premises and records relevant to the Framework Agreement at any time and shall provide and shall ensure that all of its sub-contractors shall provide all reasonable assistance during such inspection.
- 6.8. The Supplier shall make pension provision for any employee who is a member of a local authority or other final salary pension scheme and who has their contract of employment transferred to the Supplier as a result of the Framework Agreement or provision of the Services so as to compensate that employee in full for the rights lost by him or her as a result of such transfer.
- 6.9. The Supplier will itself comply with and will take all required steps within its power to assist GMBS to comply with all applicable intellectual property rights, data protection and freedom of information obligations placed upon it or upon GMBS and arising in connection with the Framework Agreement or provision of the Services (and GMBS shall in no event be liable to the Supplier for any loss or damage howsoever caused, arising from or in connection with the disclosure under the DPA or FOIA of any information relating to the Framework Agreement or the Services); in particular, the Supplier agrees, and will procure that all of its sub-contractors agree, to process the personal data that it will be processing on behalf of learners/customers only as is necessary for the purposes of the Framework Agreement and shall not carry out any other processing, use or disclosure using such personal data.
- 6.10. The Supplier will provide (forthwith upon request) such documents, reports and information and such other evidence of delivery of the Services, TUPE compliance, and performance of its other obligations under the Framework Agreement (together "**the Obligations**") as may be requested by GMBS from time to time (and the Supplier shall not destroy or delete the same until after, and the obligations in this sub-clause shall not expire until the tenth anniversary of the Effective Date or such other date as may be notified by GMBS to the Supplier at any time before the tenth anniversary of the Effective Date (the "**Document Retention Period**");
- 6.11. The Supplier will at all times ensure that all documents, reports and information and evidence provided by it related to the Obligations are satisfactory to GMBS and to any relevant Funding Body or regulatory body, and are complete, accurate and not misleading, and will advise GMBS forthwith in writing if it discovers that any of the same is unsatisfactory, materially incomplete, inaccurate or misleading in any way (and the obligations in this sub-clause shall not expire until the end of the Document Retention Period);
- 6.12. The Supplier will seek GMBS's prior written consent in respect of any change in its method or manner of delivery of Services under the Framework Agreement;



- 6.13. The Supplier will immediately inform GMBS in writing of any breach of the Obligations or any significant development and/or problem that the Supplier encounters in performing its Obligations;
- 6.14. The Supplier will work within GMBS and any Relevant Funding Body's logo use and branding guidelines;
- 6.15. In carrying out the Framework Agreement the Supplier agrees to comply in all respects with all relevant legislation and in particular:-
- 6.15.1. not commit an act of discrimination rendered unlawful by the latest issue of the Sex Discrimination Act or the Race Relations Act or the Disability Discrimination Act or the Human Rights Act or the Equality Act or the Data Protection Act;
 - 6.15.2. comply with all relevant requirements contained in or having effect under the legislation relating to health, safety and welfare at work; and
 - 6.15.3. comply if relevant with the latest issue of the Public Contracts Regulations;
 - 6.15.4. where any of the Supplier's obligations under the Framework Agreement are carried out by sub-contractors, the Supplier shall ensure that in carrying out those obligations the sub-contractors comply with the provisions of 6.15.1, 6.15.2 and 6.15.3
- 6.16. Any public announcement issued or publicity activity carried out by the Supplier (or on its behalf) concerning the Services must be agreed in advance in writing with GMBS;
- 6.17. The Supplier shall ensure that it has and maintains in force adequate insurance from a reputable insurer against any actions, claims or demands which may be brought by any person (including without limitation GMBS) injured or suffering damages or loss in connection with its activities in carrying out the Agreement. In particular, and without prejudice to the generality of the foregoing, the Supplier shall carry appropriate professional indemnity, public liability and employer's liability insurance (from a reputable insurer) at all times until the end of the Document Retention Period. The level of cover shall be at least £5 million for employer's liability (where required) and £1 million per event for professional indemnity and public liability; the Supplier shall give GMBS not less than thirty days notice in writing of any alteration or cancellation of such insurance cover.
- 6.18. The Supplier shall employ only workers legally permitted to work in the UK and shall use all reasonable endeavours to ensure that the Supplier's employees are not claiming any government benefits to which they are not entitled because of their employment and the Supplier shall co-operate fully with GMBS in the identification and reporting of workers who may fall into either such category;
- 6.19. The parties agree that on termination or expiry of the Framework Agreement for any reason, the continuity of the Services is of paramount importance. The Supplier shall do its utmost to minimise disruption caused to users of the Services and to assist the implementation of any contingency plan proposed by GMBS either prior to or after the termination or expiry of the Framework Agreement, to deal with the effects of such termination or expiry in so far as it is practicable to do so;
- 6.20. The Supplier must not and must use all reasonable endeavours to procure that the Supplier's suppliers and sub-contractors shall not, knowingly, do or omit to do anything in relation to the Services or under the Framework Agreement or in the course of their other activities that may bring the standing of GMBS or its funders into disrepute or attract adverse publicity;
- 6.21. The Supplier shall at its own expense make good any Services which are found by GMBS to be below the standards required by GMBS.
- 6.22. The Supplier shall systematically evaluate its delivery of the Services and feed evaluation results back into its own and GMBS's review processes. The Supplier shall operate a system for collecting end-user feedback on the Services it delivers and the processes through which it delivers them. This feedback will lead to appropriate action to deal with suggestions or criticisms.
- 6.23. Where the Supplier goes into administration or liquidation any Relevant Funding Body must be assumed to be a creditor of the Supplier. The Supplier must take steps to ensure that the chief executive of any such body is provided with details of the administrator or liquidator and receives notifications of any creditors' meetings.



Evaluation by GMBS and Continuous Improvement

7. GMBS reserves the right to seek all necessary information to evaluate the Supplier's performance relative to the Framework Agreement from any source whatsoever. Action recommended as a result may be used for future reference. The Supplier shall operate systems for dealing with any shortfalls in Service delivery. The Supplier shall review its management system annually.

8. GMBS Remedies

- 8.1. If the Supplier fails to perform the Services to an acceptable standard or in a timely manner, GMBS shall, without limiting its other rights or remedies, have one or more of the following rights:
 - 8.1.1. to refuse to accept any subsequent performance of the Services which the Supplier attempts to make;
 - 8.1.2. to recover from the Supplier any costs incurred by the Supplier in obtaining substitute services from a third party;
 - 8.1.3. where GMBS has paid in advance for Services that have not been provided by the Supplier, to have such sums refunded by the Supplier; or
 - 8.1.4. to claim damages for any additional costs, loss or expenses incurred by GMBS which are in any way attributable to the Supplier's failure to meet such standard, dates or times .
- 8.2. The provisions of the Framework Agreement and any relevant Services Order shall apply to any substituted or remedial services provided by the Supplier.

Payment

9. Payment is based upon and shall be paid in accordance with the Schedules subject to the Summary and to the following:
 - 9.1. GMBS shall be entitled to deduct from payments otherwise due or which at a later time may become due, under the Framework Agreement or under any other agreement or contract with the Supplier or with any company in the Supplier's group, such amounts in its reasonable discretion as it believes in good faith is or may become the subject of an indemnity claim against the Supplier under clause 10 below and/or is or may become the subject of a claim by GMBS (or any Affiliate) against the Supplier (or another company in the same group of companies as the Supplier);
 - 9.2. Unless specifically agreed to the contrary in writing by the GMBS Contact, the amounts set out in the Schedules shall include all associated costs and expenses;
 - 9.3. Unless specifically agreed to the contrary in writing by the GMBS Contact, the contract value set out in the Summary represents the total consideration excluding any VAT payable by GMBS and all Affiliates to the Supplier under the Framework Agreement and cannot be exceeded;
 - 9.4. Payments made to the Supplier by GMBS which have been funded by a Relevant Funding Body may not be used for:-
 - 9.4.1. expenditure on activities of an extremist, political or exclusively religious nature;
 - 9.4.2. fund matching for any regional fund, EU or similar government-funded application or project; or
 - 9.4.3. expenditure supported from public sources, where the total support would account for more than 100% of the scheme or project costs;
 - 9.4.4. expenditure on works or activities which any person has a statutory duty to undertake;
 - 9.4.5. any other use forbidden for such public funds by a Relevant Funding Body.
 - 9.5. Unless otherwise written within the Framework Agreement GMBS shall make payments to the Supplier 30 days from receipt of a valid invoice. No payments will be made without proof that the Supplier's obligations have been fully met. GMBS has the right to vary payments at its discretion where it judges that the Supplier has not met its obligations.

Indemnity

10. The Supplier undertakes to indemnify, and to keep indemnified, GMBS against all losses, liabilities, demands, costs, expenses and penalties resulting from:
 - 10.1. any breach by the Supplier of the Framework Agreement and/or negligence of the Supplier connected with performing (or failing to perform) the Services;



- 10.2. any Relevant Funding Body making a claim against GMBS or clawing back funding already provided in relation to the Services or refusing to fund or to continue to provide funding for the Services at the anticipated level, or varying its funding arrangements to the detriment of GMBS by reason of failure to meet standards, in any case due to the default of the Supplier in complying with the provisions of the Framework Agreement. Any payment made in respect of a claim under this indemnity shall include an amount in respect of all costs and expenses incurred by GMBS in relation to the bringing of the claim (including a reasonable amount in respect of management time);
- 10.3. any breach of or indemnity claim made against GMBS relating to TUPE or contracts of employment which are alleged to have or have transferred to or from GMBS under TUPE, but only to the extent to which such claims arise as result of the acts or omissions of the Supplier;
- 10.4. any claim made by a third party against GMBS (or its officers, staff or workers) based on any breach or claimed breach of intellectual property rights, failure to comply with its obligations in relation to data protection or freedom of information or for breach of confidence, to the extent to which the same arise from the acts or omissions of the Supplier;
- 10.5. any inspection carried out in accordance with 6.7 above;
- 10.6. as a result of or in connection with any claim brought against GMBS for actual or alleged infringement of a third party's intellectual property rights arising out of, or in connection with, the receipt, use or supply of the Services and the Deliverables;
- 10.7. any transfer of staff to GMBS under the Transfer of Undertakings (Protection of Employment) Regulations 2006 (as amended or replaced from time to time) upon termination of this agreement;

For the avoidance of doubt, references to 'the Supplier' in the above sub-clauses 10.1 to 10.8 inclusive shall include the conduct, acts or omissions of the Supplier's employees and other workers, officers, agents and sub-contractors (Staff) and the conduct, acts or omissions of the Staff of any company in the same group of companies as the Supplier at the relevant time.

Use of Information

11. The Supplier shall at all times comply (and shall take all reasonable steps within its power to enable GMBS to comply) with any applicable obligations related to the Services or otherwise arising in connection with the Framework Agreement with regard to intellectual property, data protection, confidential information and freedom of information. Any personal information collected by the Supplier shall (so far as is reasonably possible) be collected in such a way as to enable its lawful transfer to GMBS for GMBS's general commercial use. Any database of suppliers or end-users or other intellectual property rights arising in relation to the provision of the Services, for the avoidance of doubt, shall be the property of GMBS.

Copyrights and Deliverables etc.

12. The Supplier assigns to GMBS all copyrights and other intellectual property rights comprised in the Deliverables (being all products, materials, services and knowledge supplied to GMBS pursuant to the Framework Agreement)

Title to any Deliverables that are goods or in any physical media on which Deliverables are stored shall pass to GMBS on the earlier of their delivery to the GMBS or payment for them. The Supplier warrants that it has full, clear and unencumbered title to all such items, and that at the date of the transfer of title, it will have full and unrestricted rights to transfer all such items to GMBS.

Termination

13. Without prejudice to any accrued rights or remedies :
 - 13.1. either party may give notice in writing to the other terminating the Framework Agreement immediately if:
 - 13.1.1. the other party commits a material breach of the Framework Agreement and (if such breach is remediable) fails to remedy that breach within a specified time period of being notified in writing to do so or such other time period agreed between the parties;
 - 13.1.2. an application is made to court, or an order is made, for the appointment of an administrator or if a notice of intention to appoint an administrator is given or if an administrator is appointed over the other party;
 - 13.1.3. a petition is filed, a notice is given, a resolution is passed, or an order is made, for or in connection with the winding up of that other party; or



- 13.1.4. GMBS's funding for the Services is materially reduced or terminated and it gives notice of the same to the Supplier under this clause 13.1.4.
- 13.2. the Framework Agreement may be terminated at any time by GMBS by giving the Supplier at least one month's notice in writing, without the need to give any reason. For the avoidance of doubt, payment for the Services will be for work carried out up to termination date.
- 13.3. On receiving notice of termination of the Framework Agreement, the Supplier shall, and shall ensure that any of its sub-contractors shall, at no cost to GMBS, promptly provide such assistance and comply with such timetable as GMBS may reasonably require for the purpose of ensuring an orderly transfer of responsibility for provision of relevant services. This shall include the supply or delivery to GMBS as soon as reasonably practicable of all documents, data and information relating to the provision of the Services, including statistical information relating to the terms of employment of the Supplier's and any sub-contractor's employees, accrued entitlements and benefits and any other liabilities of the Supplier and of any sub-contractors to employees engaged in provision of Services provided under the Framework Agreement.
- 13.4. Termination shall not discharge any rights or obligations under this Framework Agreement which are specified or are intended, in the reasonable opinion of GMBS, to continue in affect after the end of the Operative Period.

Disputes

14. The parties agree that they will use all reasonable endeavours to settle any disputes they have between them whether in relation to amounts payable or in relation to any of the terms of the Framework Agreement by discussions and negotiations between them in good faith. In the event that the parties are unable to settle such a dispute an expert will be appointed to resolve the matter, acting as expert not arbitrator. The expert's ruling will be binding on both of the parties in the absence of fraud or manifest error. If the parties are unable to agree who the expert should be, then either may apply to the President for the time being of the Manchester branch of the Law Society to appoint an expert. Each of the parties will pay its own costs in respect of the resolution of any dispute and the Expert's fees shall be paid as the Expert from time to time directs.

Entire Agreement

15. The Framework Agreement and the documents referred to in it constitute the whole agreement between the parties and supersede any previous arrangement, understanding or agreement between them relating to the subject matter they cover. Each party acknowledges that, in entering into the Framework Agreement, it does not rely on, and shall have no remedy in respect of, any statement, representation, assurance or warranty of any person other than as expressly set out in the Framework Agreement or those documents. Nothing in this clause operates to limit or exclude any liability for fraud.

Further Assurance

16. The Supplier shall do or procure to be done all such further acts and things, and execute or procure the execution of all such other documents, as we may from time to time reasonably require in order to give GMBS the full benefit of the Framework Agreement.

Novation on GMBS reconstruction

17. If GMBS or an Affiliate undergoes a reconstruction or transfers its business in whole or part to another entity and wishes to transfer its rights and obligations under the Framework Agreement or a Services Order to another entity as part of the same then, upon notice from GMBS requesting the same in good faith, the Supplier shall novate the Framework Agreement into the name of the new entity.

Change of Name/Control

18. The Supplier must notify GMBS if there is a change in its name and/or ownership. GMBS reserves the right to terminate the Framework Agreement and any contracts made under it if it considers in its absolute discretion that the change in ownership would prejudice the Supplier's ability to deliver the Services.

No Partnership

19. Nothing in the Framework Agreement creates a partnership, a joint venture, the relationship of employer and employee, or establishes a relationship of principal and agent or other fiduciary relationship between any of the parties to it and no party will describe themselves or hold themselves out as the other's agent or representative.

Corrupt gifts or payments

20. The Supplier shall not offer or give, or agree to give, to any member, employee or representative of GMBS, any gift or consideration of any kind as an inducement or reward for doing or refraining from doing, or having done any act in relation to the obtaining or execution of this or any other contract with GMBS or any



associated company of GMBS, or for showing or refraining from showing favour or disfavour to any person in relation to this or any such contract.

Conflict of Interest

21. The Supplier shall ensure that there is no conflict of interest likely to prejudice its (or its key staff or sub-contractor's) independence and objectivity in providing the Services and undertakes that upon becoming aware of any such conflict of interest during the performance of the Services (whether the conflict existed before the date of this Framework Agreement or afterwards) it shall immediately notify GMBS in writing of the same, giving particulars of its nature and the circumstances in which it exists or arises and shall furnish such further information as GMBS may reasonably require.

Where GMBS is of the opinion that the conflict of interest notified to it under the sub-clause above is reasonably capable of being avoided or removed, GMBS may require the Supplier to take such steps as will, in its opinion, avoid, or as the case may be, remove the conflict and if the Supplier fails to comply with GMBS requirements in this respect, or if, in the opinion of GMBS, compliance does not avoid or remove the conflict, GMBS may terminate this Framework Agreement in its absolute discretion.

Confidentiality

22. Unless GMBS notifies the Supplier otherwise:
- 22.1. all documents and information received by the Supplier during or in connection with the performance of the Framework Agreement from GMBS, or any person employed by GMBS, shall be held in confidence. Such documents and information shall not be disclosed by the Supplier, its staff or agents to any other person without the permission of GMBS unless a duty to disclose to that person is imposed under statute or by court order. The Supplier shall ensure that its staff and any Contractors are aware of this obligation of confidence and abide by it. All confidential information shall be, at GMBS's option, delivered up to GMBS or erased/destroyed at the end of provision of services under the Framework Agreement.
- 22.2. the Supplier undertakes to maintain adequate security arrangements that meet the requirements of professional standards and best practice. The Supplier will immediately notify GMBS of any breach of security in relation to confidential information and all data obtained in the course of the Services and will keep a record of such breaches. The Supplier will co-operate with GMBS or any funder in any investigation that GMBS or any funder considers necessary to undertake as a result of any breach of security in relation to confidential information or data.

Anti-Bribery

23. The Supplier shall:
- 23.1. comply with all applicable laws, regulations, codes and sanctions relating to anti-bribery and anti-corruption including but not limited to the Bribery Act 2010 (Relevant Requirements);
- 23.2. have and shall maintain in place throughout the term of this agreement its own policies and procedures, including but not limited to adequate procedures under the Bribery Act 2010, to ensure compliance with the Relevant Requirements, and will enforce them where appropriate;
- 23.3. immediately notify GMBS if a foreign public official becomes an officer or employee of the Supplier or acquires a direct or indirect interest in the Supplier (and the Supplier warrants that it has no foreign public officials as officers, employees or direct or indirect owners at the date of the Framework Agreement);
- 23.4. ensure that all persons associated with the Supplier or other persons who are performing services in connection with the Framework Agreement comply with this clause.

Breach of this clause shall be deemed a material breach under clause 13.1.1. For the purpose of this clause, the meaning of adequate procedures and foreign public official and whether a person is associated with another person shall be determined in accordance with section 7(2) of the Bribery Act 2010 (and any guidance issued under section 9 of that Act), sections 6(5) and 6(6) of that Act and section 8 of that Act respectively. For the purposes of this clause a person associated with the Supplier includes any subcontractor of the Supplier.

Non-solicitation

24. The Supplier shall not, without the prior written consent of the Supplier, at any time from the date of this agreement to the expiry of [12] months after the termination or expiry of this agreement, solicit or entice away from the Supplier or employ or attempt to employ any person who is, or has been, engaged as an employee, consultant or subcontractor of the Supplier in the provision of the Services



Amendment or variation

25. The terms of the Framework Agreement may only be varied by a written variation order between persons duly authorised by the parties.

Notice

26. Any notice or other communication requiring to be served under or in connection with the Framework Agreement shall be in writing and shall be delivered by hand or sent by recorded first class post or by email and shall be deemed to have been given or received if delivered by hand, when left at the proper address for service; if given or made by pre-paid first class post, 48 hours after being posted (excluding Saturdays, Sundays and Public Holidays), or for email will be deemed to have been served on the day of despatch if sent before 5pm, or on the following working day, if sent after 5.00pm.

Joint and Several

27. If a party hereto is more than one person all covenants, agreements, undertakings, representations and warranties on the part of such party contained herein shall be joint and several.

Counterpart

28. The Framework Agreement may be signed in any number of counterparts or duplicates each of which shall be an original but such counterparts or duplicates shall together constitute one and the same contract.

Modern Slavery Act

29. The Supplier represents and warrants that neither the Supplier nor any of its officers, employees or other persons associated with it:
- 29.1. has been convicted of any offence involving slavery and human trafficking; and
 - 29.2. having made reasonable enquiries, so far as it is aware, has been or is the subject of any investigation, inquiry or enforcement proceedings by any governmental, administrative or regulatory body regarding any offence or alleged offence of or in connection with slavery and human trafficking.
- Where possible the Supplier shall implement due diligence procedures for its own suppliers, subcontractors and other participants in its supply chains, to ensure that there is no slavery or human trafficking in its supply chains.

Severance

30. Each of the provisions of the Framework Agreement is separate and distinct from the others and if any of them is held by a competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of the Framework Agreement and the remainder of the provision in question shall not be affected.

Right to enforce the Framework Agreement

31. A Relevant Funding Body may enforce the obligations of the Supplier under the Framework Agreement as if that Relevant Funding Body were a party to it.

English Law

32. The Framework Agreement is governed by English Law.



SCHEDULE 1: CONFIDENTIALITY AGREEMENT

1. Disclosure

- 1.1. The Supplier has been engaged by GMBS to provide the services stated in the Schedules to this Framework Agreement).
- 1.2 In this Schedule, Confidential Information means all confidential or proprietary information (however recorded or preserved) relating to the Purpose that is disclosed or made available whether before or after the date of this agreement (in any form or medium), directly or indirectly, by GMBS to the Supplier including but not limited to customer lists and GMBS' and its group's employee information.
- 1.3 In consideration of GMBS agreeing to disclose Confidential Information to the Supplier, as well the Supplier undertakes to GMBS that it shall:
 - (a) keep the Confidential Information secret and confidential;
 - (b) not use or exploit the Confidential Information in any way, except for or in connection with, the Purpose; and
 - (c) only make disclosure of the Confidential Information in accordance with paragraph 1.4 and paragraph 1.5. Any other disclosure can only be made with GMBS' prior written consent.
- 1.4 The Supplier may disclose the Confidential Information to any of its officers and employees that need to know the relevant Confidential Information for the Purpose only, provided that:
 - (a) the Supplier procures that each such person to whom the Confidential Information is disclosed complies with the obligations set out in this Confidential Agreement as if they were the Supplier; and
 - (b) procures that any such person to whom disclosure is made enters into a confidentiality agreement with the Supplier on terms equivalent to those contained in this Confidential Agreement.
- 1.5 The Supplier may disclose the Confidential Information to the minimum extent required by:
 - (a) any order of any court of competent jurisdiction or any competent judicial, governmental or regulatory body; or
 - (b) the rules of any listing authority or stock exchange on which the Supplier's shares are listed or traded; or
 - (c) the laws or regulations of any country with jurisdiction over the Supplier (provided, in the case of a disclosure under the Freedom of Information Act 2000, none of the exemptions to that Act applies to the Confidential Information disclosed).

2. Limitations on Obligations

- 2.1 The obligations set out in paragraph 1 shall not apply, or shall cease to apply, to Confidential Information which the Supplier can show to GMBS's reasonable satisfaction:
- 2.2 that it is, or becomes generally available to the public other than as a direct or indirect result of the information being disclosed by the Supplier in breach of this Confidential Agreement; or
- 2.3 was already lawfully known to the Supplier before it was disclosed by GMBS; or
- 2.4 has been received by the Supplier from a third party source that is not connected with GMBS and that such source was not under any obligation of confidence in respect of that information.



3. Return of the Confidential Information

- 3.1 If requested by GMBS at anytime, the Supplier shall immediately return to GMBS all documents and other records of the Confidential Information or any of it in any form that have been supplied to or generated by the Supplier. If the Confidential Information is stored in electronic form, the Supplier shall permanently erase all such Confidential Information from its computer and communications systems and devices used by it.
- 3.2 GMBS may request the Supplier to certify in writing that it has complied with any of the obligations in paragraph 3.1.

4. Term and Termination

- 4.1 This Confidential Agreement shall terminate when the Contract terminates.
- 4.2 Notwithstanding the termination of the Contract, the obligations of the Supplier shall continue for a period of five years from the termination of the Contract.
- 4.3 The termination of the Contract shall not affect any accrued rights or remedies to which either party is entitled.

5. Acknowledgment

- 5.1 The Supplier acknowledges and agrees that:
 - 5.1.1 the Confidential Information may not be accurate or complete and GMBS makes no warranty or representation (whether express or implied) concerning the Confidential Information, or its accuracy or completeness; and
 - 5.1.2 damages alone would not be an adequate remedy for any breach of the terms of this Confidential Agreement by the Supplier. Accordingly, GMBS shall be entitled to seek the remedies of injunction, specific performance or other equitable relief for any threatened or actual breach of the terms of this Confidential Agreement.

6. Governing Law

- 6.1 This Confidential Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

7. Jurisdiction

- 7.1 Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this letter or its subject matter or formation (including non-contractual disputes or claims).



SCHEDULE 2: DATA PROCESSING

DEFINITIONS

Data Controller: has the meaning set out in section 1(1) of the Data Protection Act 1998.

Data Subject: an individual who is the subject of Personal Data.

Personal Data: has the meaning set out in section 1(1) of the Data Protection Act 1998 and relates only to personal data, or any part of such personal data, of which GMBS is the Data Controller and in relation to which the Contractor is providing services under the Framework Agreement (including this Schedule) and any related Services Orders (together **the Contract**).

Processing and process: have the meaning set out in section 1(1) of the Data Protection Act 1998.

CLAUSES

1. Obligations of the Contractor

GMBS and the Contractor acknowledge that for the purposes of the Data Protection Act 1998, GMBS is the Data Controller and the Contractor is the data processor of any Personal Data.

The Processor shall process the Personal Data only to the extent, and in such a manner, as is necessary for the purposes specified in the Contract and in accordance with GMBS's instructions from time to time and shall not process the Personal Data for any other purpose. The Processor will keep a record of any processing of personal data it carries out on behalf of GMBS.

The Processor shall promptly comply with any request from GMBS requiring the Contractor to amend, transfer or delete the Personal Data.

The Processor shall only collect any Personal Data on behalf of GMBS in the agreed manner and will supply forthwith upon such collection a data protection notice informing the data subject of the identity of the Data Controller, the identity of any data protection representative it may have appointed, the purposes or purposes for which their Personal Data will be processed and any other information which is necessary having regard to the specific circumstances in which the data is, or is to be, processed to enable processing in respect of the data subject to be fair. The Processor shall not modify or alter the agreed manner of data collection in any way without the prior written consent of GMBS.

If the Contractor receives any complaint, notice or communication which relates directly or indirectly to the processing of the Personal Data or to either party's compliance with the Data Protection Act 1998 and the data protection principles set out therein, it shall immediately notify GMBS and it shall provide GMBS with full co-operation and assistance in relation to any such complaint, notice or communication.

At GMBS's request, the Contractor shall provide to GMBS a copy of all Personal Data held by it in the format and on the media reasonably specified by GMBS.

The Processor shall not transfer the Personal Data outside the European Economic Area without the prior written consent of GMBS.

The Processor shall promptly inform GMBS if any Personal Data is lost or destroyed or becomes damaged, corrupted, or unusable. The Processor will restore such Personal Data at its own expense.

2. Processor's Employees

The Processor shall ensure that access to the Personal Data is limited to:

- those employees who need access to the Personal Data to meet the Contractor's obligations under the Contract;
- and in the case of any access by any employee, such part or parts of the Personal Data as is strictly necessary for performance of that employee's duties.

The Processor shall ensure that all employees and sub-contractors:

- are informed of the confidential nature of the Personal Data;
- have undertaken training in the laws relating to handling personal data; and
- are aware both of the Contractor's duties and their personal duties and obligations under such laws and this Schedule



The Processor shall take reasonable steps to ensure the reliability of any of the Contractor's employees and sub-contractors who have access to the Personal Data.

3. Rights of the Data Subject

The Processor shall notify GMBS within 5 working days if it receives a request from a Data Subject for access to that person's Personal Data.

The Processor shall provide GMBS with full co-operation and assistance in relation to any request made by a Data Subject to have access to that person's Personal Data.

The Processor shall not disclose the Personal Data to any Data Subject or to a third party other than at the request of GMBS or as provided for in the Contract.

4. Rights of GMBS

The Company is entitled, on giving at least 5 working days' notice to the Contractor, to inspect or appoint representatives to inspect all facilities, equipment, documents and electronic data relating to the processing of Personal Data by the Contractor.

5. Warranties

The Processor warrants that:

- it will process the Personal Data in compliance with all applicable laws, enactments, regulations, orders, standards and other similar instruments;
- it will take appropriate technical and organisational measures against the unauthorised or unlawful processing of personal data and against the accidental loss or destruction of, or damage to, personal data to ensure GMBS' compliance with the seventh data protection principle including, but not limited to, the security measures set out in the MGC Information Security Policy as updated from time to time (the current version being annexed to this Schedule);
- it will comply fully with all applicable laws, enactments, regulations, orders, standards and other similar instruments in relation to the processing of any personal data connected with the services supplied under the Contract (whether such data is provided by GMBS, acquired from third parties or collected by the Contractor).

The Processor shall notify GMBS immediately if it becomes aware of:

- any unauthorised or unlawful processing, loss of, damage to or destruction of the Personal Data;
- any advance in technology and methods of working which mean that GMBS should revise its security measures;
- any breach of data protection legislation in relation to services provided under the Contract, or the MGC Information Security Policy

6. Indemnity

The Processor agrees to indemnify and keep indemnified and defend at its own expense GMBS against all costs, claims, damages or expenses incurred by GMBS or for which GMBS may become liable due to any failure by the Contractor or its employees or agents to comply with any of its obligations under this Schedule.

7. Appointment of subcontractors

The Processor may only authorise a third party (**sub-contractor**) to process the Personal Data:

- subject to GMBS's prior written consent where the Contractor has supplied GMBS with full details of such sub-contractor;
- provided that the sub-contractor's contract is on terms which are substantially the same as those set out in this Schedule; and
- provided that the sub-contractor's contract terminates automatically on termination of the Contract for any reason.



ANNEX

MGC Information Security Policy

• Scope

The Information Security Policy applies to all staff of Manchester Growth Company (MGC), The Commission for New Economy and contractual third parties of MGC who have access to MGC information systems or information.

The Information Security Policy applies to all forms of information including:

- speech, spoken face to face, or communication by phone or radio,
- hard copy data printed or written on paper,
- information stored in manual filing systems,
- communications sent by post/courier, fax, electronic mail,
- information stored and processed via servers, PC's, laptops, mobile phones, PDA's,
- information stored on any type of removable media (eg CD's, DVD's, tape, USB memory sticks, digital cameras).

• Purpose

Information is an asset that MGC has a duty and responsibility to protect. The confidentiality, integrity and accuracy of MGC Information is essential to MGC functioning in an efficient manner and to providing products and services to customers

This Information Security Policy outlines the framework for the Information Security Management System (ISMS) within MGC.

MGC Information Security Objectives are:-

- to protect MGC information from all threats, whether internal or external, deliberate or accidental,
- to enable secure information sharing,
- to encourage consistent and professional use of information,
- to ensure that everyone is clear about their roles in using and protecting information,
- to ensure business continuity and minimise business damage,
- to protect MGC from legal liability and the inappropriate use of information.

This policy conforms to the requirements of ISO 27001:2013.

This policy is a high level policy which is supplemented by additional Information Security Policies and Procedures which provide detailed information relating to specific security controls.

Responsibilities

MGC Senior Management Team (SMT) are committed to and responsible for ensuring the Information Security Policy and Objectives are in line with the strategic direction of the MGC.

MGC COO is the designated owner of the Information Security Policy. The ISO27001 Steering Group



are responsible for the maintenance and review of the Information Security Policy, processes and procedures.

The information security policy is approved by SMT and is communicated to all employees of MGC and contractual third parties of MGC.

MGC Managers are responsible for ensuring that all employees and contractual third parties of MGC are made aware of and comply with the Information Security Policy, processes and procedures.

MGC Internal Auditors will review the adequacy of the controls that are implemented to protect MGC information and recommend improvements where deficiencies are found.

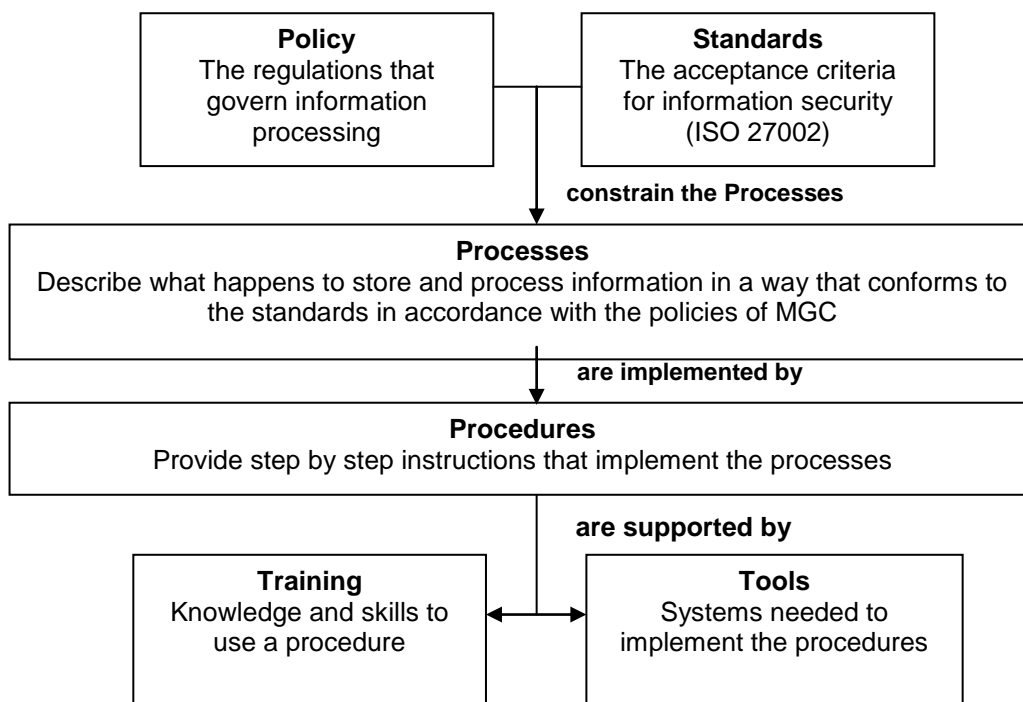
All employees of MGC and contractual third parties of MGC accessing MGC information are required to adhere to the Information Security Policy, processes and procedures.

Policy

1.0 Introduction

MGC holds and processes confidential and personal information on private individuals, employees, employers, partners and suppliers and information relating to its own operations. In processing information MGC has a responsibility to safeguard information and prevent its misuse.

The Information Security Policy is a high level document, and adopts a number of controls to protect information. The controls are delivered by policies, standards, processes, procedures, and supported by training and tools.



2.0 Risk Management

Information security incidents can give rise to embarrassment, financial loss, non-compliance with standards and legislation as well as possible judgements being made against MGC.

MGC will undertake at least annual Information Security Risk Assessments in line with its Risk Management Policy & Procedure to identify, quantify and prioritise risks. Controls will be selected and



implemented to mitigate the risks identified based on business impact, in particular with regard to its contractual requirements and UK Law.

3.0 Internal Organisation

3.1 Statement of Senior Management Team Intent

- SMT will ensure that the ISMS is integrated throughout MGC processes and that resources are available to support the ISMS to ensure its objectives are met.
- It is the policy of MGC to ensure that Information will be protected from a loss of:
 - Confidentiality: so that information is accessible only to authorised individuals.
 - Integrity: safeguarding the accuracy and completeness of information and processing methods.
 - Availability: that authorised users have access to relevant information when required.
- The Information Security Steering Group will review and make recommendations on the security policy, policy standards, directives, procedures, Incident management and security awareness education.
- Regulatory, legislative and contractual requirements will be incorporated into the Information Security Policy, processes and procedures.
- The requirements of the Information Security Policy, processes, and procedures will be incorporated into MGC operational procedures and contractual arrangements.
- MGC will work towards maintaining the ISO27001 standards, the International Standards for Information Security.
- Guidance will be provided on what constitutes an Information Security Incident.
- All breaches of information security, actual or suspected, must be reported and will be investigated following the Information Security Incident Reporting Procedure.
- Business continuity plans will be produced, maintained and tested.
- Information security education and training will be made available to all employees.
- Information stored by MGC will be appropriate to the business requirements.

SMT will review the Information Security Policy annually to ensure its alignment with MGC strategic direction and to ensure that Information Security best practice, technological changes and legal requirements are addressed.

3.2 Information Security Coordination

The security of information will be managed within an approved framework through assigning roles and co-ordinating implementation of this security policy across MGC and in its dealings with third parties.



Specialist external advice will be drawn upon where necessary so as to maintain the Information Security Policy, processes and procedures to address new and emerging threats and standards.

4.0 Human Resources Security

Background verification checks will be carried out on all new employees, contractors and third parties in accordance with UK Laws, regulations and ethics and where applicable additional checks to meet the requirements of individual contracts and information classification available to individuals.

MGC Security policies will be communicated to all employees, contractors and third parties to ensure that they understand their responsibilities

Security responsibilities will be included in role profiles and in terms and conditions of employment and will be raised through annual mandatory Information Security Awareness training.

Access to any MGC information on termination of employment will be revoked immediately.

5.0 Asset Management

A full Asset Inventory shall be maintained as part of the Information Security Risk Assessment process (data, information, software, computer and communications equipment, service utilities and people) and will be accounted for and have an owner.

Owners will be identified for all assets and they will be responsible for the maintenance and protection of their assets.

MGC assets will be appropriately protected in line with the Information Classification Policy and Information Handling, Retention and Disposal Procedure.

6.0 Access Control

Access to all information will be controlled in line with MGC's Access Control Policy.

Access to information and information systems will be driven by business requirements. Access will be granted or arrangements made for employees, partners, suppliers according to their role, only to a level that will allow them to carry out their duties.

A formal user registration and de-registration process will be implemented for access to all information systems and services.

7.0 Cryptography

MGC will ensure the proper and effective use of cryptography to protect Personal and Company Confidential information as per the Information Handling, Retention and Disposal Procedure.

8.0 Physical and Environmental Security

MGC prevents unauthorised physical access, damage and interference to its information and information processing facilities in line with the Physical Security Policy.

Personal and Company Confidential information will be physically protected from unauthorised access, damage and interference.



Personal and Company Confidential information processing facilities will be housed in secure areas.

The secure areas will be protected by defined security perimeters with appropriate security barriers and entry controls.

9.0 Operations & Communications Security

MGC will operate its information processing facilities securely, with appropriate policies and operating procedures put in place.

Responsibilities and procedures for the management, operation and ongoing security and availability of all data and information processing facilities will be established.

Segregation of duties will be implemented, where appropriate, to reduce the risk of negligent or deliberate system misuse

10.0 Information Systems Acquisition, Development and Maintenance

MGC Secure Development Policy stipulates that the information security requirements will be defined during the development of business requirements for new information systems or changes to existing information systems.

Controls to mitigate any risks identified will be implemented where appropriate.

11.0 Supplier Relationships

MGC will maintain and continually review Information Security with any suppliers that have access to its information through documented Contracts or Non Disclosure Agreements.

12.0 Information Security Incident Management

Information security incidents and vulnerabilities associated with information systems will be communicated in a timely manner. Appropriate corrective action will be taken.

Formal incident reporting and escalation will be implemented.

All employees, contractors and third party users will be made aware of the procedures for reporting the different types of security incident or vulnerability that might have an impact on the security of MGC assets.

Information security incidents and vulnerabilities will be reported as quickly as possible through the correct reporting lines.

13.0 Business Continuity Management

MGC will put in place arrangements to protect critical business processes from the effects of major failures of information systems or disasters and to ensure their timely resumption.

A business continuity management process will be implemented to minimise the impact on MGC and recover from loss of information assets. Critical business processes will be identified.

Business impact analysis will be undertaken of the consequences of disasters, security failures, loss of service, and lack of service availability.



14.0 Compliance

MGC will abide by any law, statutory, regulatory or contractual obligations affecting its information systems.

The design, operation, use and management of information systems will comply with all statutory, regulatory and contractual security requirements.

15.0 Applicability of Other Policies

This document is part of the organisation's cohesive set of Information Security policies. Other policies may apply to the topics covered in this document and as such the applicable policies should be reviewed as needed.

16.0 Enforcement

This policy will be enforced by the Chief Operating Officer and/or Group Senior Management Team. Failure to comply will be fully investigated and if proven may result in disciplinary action. Where illegal activities or theft of company property (physical or intellectual) are suspected, the company may report such activities to the applicable authorities.

17.0 Definitions

Asset Anything that has value to the organization

Control Means of managing risk, including policies, procedures, guidelines, practices

Guideline A description that clarifies what should be done and how

Information Security Preservation of confidentiality, integrity and availability of information

Policy Overall intention and direction as formally expressed by management

Risk Combination of the probability of an event and its consequence

Third Party Person or body that is recognised as being independent

Threat Potential cause of an unwanted incident, which may result in harm to a system

Vulnerability Weakness of an asset that can be exploited by one or more threats

Document Control

Date	Version No	Comments
Feb 13	1.0	Work Solutions specific Information Security Policy - Final
Jul 14	2.0	Updated to Manchester Solutions Policy (draft)
Nov 14	2.1	Updated to reflect MGC Branding changes (draft)
Jan 15	3.0	Updated to incorporate Risk Assessment Findings (draft)
Jan 16	3.0	Updated to change wording at 3.1 to "maintaining" ISO27001, rather than "implementing"
10 May 16	3.1	Updated to remove reference to Internal classification